PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant:	Doyle et al.)	Group Art Unit: 2742
)	
Serial No:	09/300,676)	Examiner: Deane

Filed: 04/27/99

DYNAMIC SKILL-BASED ROUTING For:

INFORMATION DISCLOSURE STATEMENT

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Mail Stop IDS Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-0001

OCT 0 8 2003

Attorney Docket No.: 6065-73744

Technology Center 2600

Dear Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

Any patent listed herein from a corresponding foreign patent application was not cited more than three (3) months from the date thereof. It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 03-2470.

Respectfully submitted,

Ahristensen

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I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop IDS Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-0001, on October 1, 2003.